

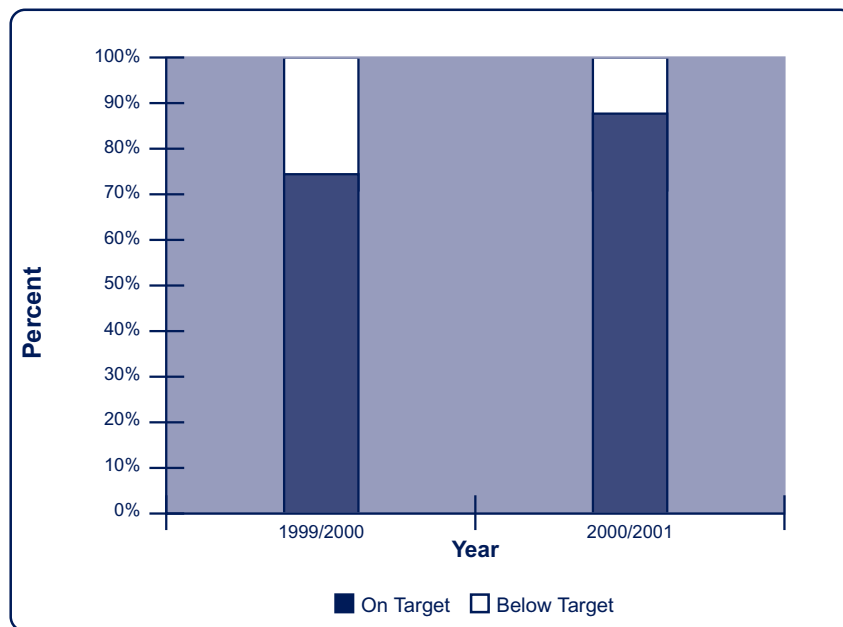
# Introduction

This part of the Annual Report addresses the non-financial and financial aspects of each Output Class of the Department's performance.

## Performance Measures

This section details achievements against the Outputs and Performance Measures described in the Departmental Forecast Report and Purchase Agreement for the 2000/01 year. This is provided in compliance with Section 35(3)(e) of the Public Finance Act 1989 and is audited by Audit New Zealand.

The Department of Internal Affairs had 307 Performance Measures for the year ended June 2001 with 87.6% of these being on target or above. This compares favourably with year end results of 74.8% in 1999/2000.



## Revenues and Costs

A financial analysis is provided for each Output Class and is broken down into Revenue Crown and Revenue Other. Operational Expenditure is provided for each output and is broken down into Budget (Supplementary Estimates), Actual and Variance.

## Statement of Responsibility

As Secretary for Internal Affairs I am responsible, under Sections 35 and 37 of the Public Finance Act 1989, for the preparation of the financial statements and the judgements made in the process of producing those statements.

The Department has a system of internal control and this has provided reasonable assurance as to the integrity and reliability of financial reporting.

In my opinion the financial information presented in the Statements and Notes to the Financial Statements (pages 52 to 153) fairly reflects the financial position and operations of the Department of Internal Affairs for the year ended 30 June 2001.



Peter Hughes  
**Secretary for Internal Affairs**

Date: 21 September 2001



Ben Bush  
**General Manager, Finance and Performance**

Date: 21 September 2001

# Report of the Audit Office

## To the readers of the financial statements of the Department of Internal Affairs for the year ended 30 June 2001.

We have audited the financial statements on pages 52 to 153. The financial statements provide information about the past financial and service performance of the Department of Internal Affairs and its financial position as at 30 June 2001. This information is stated in accordance with the accounting policies set out on pages 120 to 123.

### Responsibilities of the Chief Executive

The Public Finance Act 1989 requires the Chief Executive to prepare financial statements in accordance with generally accepted accounting practice which fairly reflect the financial position of the Department of Internal Affairs as at 30 June 2001, the results of its operations and cash flows and service performance achievements for the year ended 30 June 2001.

### Auditor's Responsibilities

Section 38(1) of the Public Finance Act 1989 requires the Audit Office to audit the financial statements presented by the Chief Executive. It is the responsibility of the Audit Office to express an independent opinion on the financial statements and report its opinion to you.

The Controller and Auditor-General has appointed Stephen Lucy, of Audit New Zealand, to undertake the audit.

### Basis of Opinion

An audit includes examining, on a test basis, evidence relevant to the amounts and disclosures in the financial statements. It also includes assessing:

- ¥ the significant estimates and judgements made by the Chief Executive in the preparation of the financial statements; and
- ¥ whether the accounting policies are appropriate to the Department of Internal Affairs circumstances, consistently applied and adequately disclosed.

We conducted our audit in accordance with generally accepted auditing standards, including the Auditing Standards issued by the Institute of Chartered Accountants of New Zealand. We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatements, whether caused by fraud or error. In forming our opinion, we

also evaluated the overall adequacy of the presentation of information in the financial statements.

Other than in our capacity as auditor acting on behalf of the Controller and Auditor-General, we have no relationship with or interests in the Department of Internal Affairs.


### **Unqualified Opinion**

We have obtained all the information and explanations we have required.

In our opinion the financial statements of the Department of Internal Affairs on pages 52 to 153:

- ¥ comply with generally accepted accounting practice; and
- ¥ fairly reflect:
  - ¥ the financial position as at 30 June 2001;
  - ¥ the results of its operations and cash flows for the year ended on that date; and
  - ¥ the service performance achievements in relation to the performance targets and other measures set out in the forecast financial statements for the year ended on that date.

Our audit was completed on 21 September 2001 and our unqualified opinion is expressed as at that date.



S B Lucy

**Audit New Zealand**

On behalf of the Controller and Auditor-General  
Wellington, New Zealand

# Vote Internal Affairs

## D1 – Policy Advice (Internal Affairs)

### Description

This output class involves policy advice and Ministerial services.

Policy advice includes the provision of advice and information on matters relating to: gaming and censorship, fire and building, constitutional, and community development; and the performance of Crown entities. Policy advice also involves preparation of briefings and speech notes and the provision of support for the Minister of Internal Affairs as required in Cabinet Committees, Select Committees and in the House.

Ministerial services involve the provision of draft replies to Ministerial correspondence, including Official Information Act requests and Ombudsman enquiries, and to Parliamentary Questions addressed to the Minister of Internal Affairs or referred from other Ministers.

### Performance targets for Internal Affairs Policy Advice are:

Quantity	Comment
Policy Work Programme progressed as agreed between the Minister of Internal Affairs and the Chief Executive, or as amended by agreement during the year, with emphasis on the policy areas described above.	<p>The Work Programme was completed as agreed with the Minister. Key pieces of work included those projects listed under the section heading of Key Priorities and:</p> <p><b>New Zealand Gaming Survey</b></p> <p>This substantial four-year research project was completed during the year with publication of two reports on recently incarcerated prisoners; a report on detailed, face-to-face interviews with a small sample of those who had previously participated in a large-scale telephone survey; and a synthesis report on gambling and problem gambling in New Zealand.</p> <p><b>Gaming Law Reform Bill</b></p> <p>This Bill and the Casino Control Amendment Bill were discharged on 3 April 2001.</p> <p><b>Community</b></p> <p>Submitted two papers Improving Outcomes for Māori and Improving Outcomes for Pacific Island People .</p> <p><b>International Year of Volunteers</b></p> <p>Provided policy advice on promotion and celebration of the International Year of Volunteers.</p> <p><b>Fire Service Ex-officio Bill</b></p> <p>This Bill was enacted 25 September 2000.</p> <p><b>Fire Service Funding Review</b></p> <p>A discussion paper on the options for the future funding of the Fire Service has been prepared to enable Cabinet to make early decisions on the direction of the reforms.</p>

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Members of Crown entity boards and statutory bodies appointed as required (estimated 10 appointments expected).	10	20	5	Three appointments were made to the Fire Service Commission, three to the Casino Control Authority, eight to the Building Industry Authority, four to the New Zealand Lotteries Commission, and two to the Lottery Grants Board.
Provision of advice on Crown entities governance, the Crown's ownership interest and any risks and issues.	N/A	Achieved	Achieved	2001/02 Ministerial expectations letters prepared — Fire Service Commission, Casino Control Authority, NZ Lotteries Commission, Building Industry Authority, and Office of Film and Literature Classification. Provided advice on: <ul style="list-style-type: none"> <li>¥ Crown entities' accountability documentation (such as strategic business plans, for the 2001/02 year).</li> <li>¥ the Fire Service levy, estimates of expenditure and employment relations.</li> <li>¥ the levy to fund casino regulatory activity, and the associated output pricing review of the Casino Control Authority.</li> <li>¥ the forecast profits of the NZ Lotteries Commission for 2000/2001, and 2001/2002, and implications of that for the Lottery Grants Board.</li> <li>¥ the governance arrangements for the Lottery Grants Board.</li> <li>¥ one-off performance issues.</li> </ul>
Policy advice provided in accordance with agreed policy quality criteria.	100%	100%	Achieved	Achieved — all policy advice reached the required quality standard.
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	Achieved	Achieved — all policy advice provided in accordance with the quality assurance system.
Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of 1 to 9, where 1 is very poor and 9 is outstanding, the assessment mechanism being a half yearly survey <sup>1</sup> .	8	8	7	Achieved — the Minister was satisfied with the coverage and timeliness of the policy advice.

<sup>1</sup> The survey covered the period from January – June 2001.

**Performance targets for Ministerial Correspondence and Questions are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Replies as required to all Ministerial correspondence, with an estimated range of 800 - 1,000.	800 - 1,000	538	368	All replies to Ministerial Correspondence were drafted as required.
Responses as required to all Official Information Act requests and Ombudsman enquiries, with an estimated range of 25 - 35.	25 - 35	34	28	All replies to Official Information Act requests and Ombudsman enquiries responded to as required.
Answers as required to all Parliamentary Questions, with an estimated range of 400 to 500.	400 - 500	171	152	All answers to Parliamentary Questions drafted as required.
95% of draft responses to Ministerial correspondence returned to the Minister's office for signature, within 15 working days of receipt from the Minister's office or such other deadlines as may be specifically agreed.	95%	95.7%	95%	Achieved — over 95% of draft responses to Ministerial correspondence returned to the Minister's office for signature, within 15 working days.
100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature, two days prior to the statutory deadline for reply.	100%	97.1%	93%	Standard not achieved - one draft response from a total of 34 was not completed within the statutory timeframe. A new system has been implemented to ensure all departmental performance measures for Ministerial Correspondence and Parliamentary questions will be met.
All draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.	100%	97.2%	98%	Standard not achieved - four out of 171 draft replies were not completed within the specified timeframes.
At least 95% of first versions of replies to Ministerial Correspondence Official Information Act requests, Ombudsman enquiries and Parliamentary Questions accepted by the Minister.	95%	99.7%	93%	Achieved — at least 99.7% of first versions were accepted by the Minister.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	2,579	2,381	2,579	2,046
Revenue Third Parties	0	0	0	0
<i>Total Revenue</i>	2,579	2,381	2,579	2,046
<b>Expenses</b>				
Policy Advice	1,928	1,747	1,948	1,466
Advice on Crown Entity Performance and Appointments	403	414	413	304
Ministerial Correspondence and Questions	206	222	221	275
<i>Total Expenses</i>	2,537	2,383	2,582	2,045
Net Surplus/Deficit	42	(2)	(3)	1
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	2,859	2,681	2,904	2,301

## D2 – Administration and Advisory Support Services

### Description

This output class involves:

- ¥ clerical, advisory, monitoring, accounting and support services to a range of organisations including: the New Zealand Lottery Grants Board (NZLGB) and distribution committees; Crown trusts and fellowships
- ¥ support services for Commissions of Inquiry from time to time (services provided will vary and may include accommodation, administration and accounting services)
- ¥ constitutional services and services to the Office of the Clerk of the Writs.

### Performance targets for Services to New Zealand Lottery Grants Board (NZLGB) and Distribution Committees are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
6,600 (the estimated range is 6,200 to 7,000) grant applications processed.	6,200 to 7,000	6,626	6,696	All applications were processed as required.
107 meetings (the estimated range is 102 to 112) scheduled by the NZLGB, Presiding Members Policy Advisory Group, lottery distribution committees and lottery sub-committees serviced.	102 to 112	101	107	Standard not achieved. 101 (all the meetings scheduled) were serviced.
Average cost per dollar distributed at 5.8 cents or less.	5.8 cents	5.7 cents	5.5 cents	Achieved — averaged 5.7 cents per dollar distributed.
Percentage of total Lottery Grants Board income used in administration maintained at 6% or less.	6%	5.3%	5.2%	Achieved — the cost of distributing lottery grants was maintained below the forecast level.
Deliver the range of services specified in the Lottery Grants Memorandum of Understanding. The estimated range of staff time is 75,000 to 90,000 hours.	75,000 to 90,000	92,568	88,102	Achieved - more time than originally estimated was required to implement a range of quality systems designed to improve services to committees.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
85% of respondents to an annual independent survey of all appointed members rate the quality and timeliness of services at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	85%	83%	79%	Standard not achieved — satisfaction with advertising and the timely receipt of committee documents improved. The greatest area of concern was around delays in the appointment process.
85% of respondents to an annual independent survey of a random sample of at least 400 completed interviews of lottery grants applicants rate services at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	85%	58%	55%	Standard not achieved - 58% of respondents rated the service at seven or greater (much better than expected) and a further 38% rated the service between five and six (met expectations).
100% of complete and eligible applications received before the advertised closing date will have been presented at the next scheduled decision making meeting following that closing date.	100%	100%	96%	Achieved —All applications received before the advertised date were presented to the next available committee meeting.
100% of grant payments are paid within ten working days of recipients' compliance with prepayments and payment process conditions set by the committee.	100%	98%	88%	Standard not achieved - failed to achieve target because in some cases documentation to prove the payment was made within 10 days was not kept. In these instances it was assumed the measure was below target.
100% of logged customer service complaints are responded to within timeframes specified in internal quality service documentation.	100%	100%	100%	Achieved — all complaints responded within specified timeframes.

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Vote Internal Affairs  
D2 – Administration and Advisory Support Services

### Performance targets for Crown Trusts and Fellowships are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Servicing of the Norman Kirk Memorial Trust; Pacific Development and Conservation Trust; Peace and Disarmament Education Trust; Winston Churchill Memorial Trust; the Commemorating Waitangi Day Fund; and the New Zealand 1990 Scholarships Trust.	N/A	All six trusts or funds serviced	All six trusts or funds serviced	Achieved — all trusts or funds serviced.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Monitoring the Community Trusts Act 1999.	N/A	Monitored	Monitored	Achieved — all community trusts monitored.
500 (the estimated range is 450-550) grant applications processed and 450 (the estimated range is 400 to 500) copies of Winston Churchill Fellows reports distributed.	450 to 550 400 to 500	596 523	593 706	All grants processed as required. All Winston Churchill Fellows reports distributed as required.
Support services provided for seven disbursement meetings (the estimated range is six to nine), three policy committee meetings (the estimated range is two to four) and five finance committee meetings (the estimated range is four to six).	12 — 19	18	14 <sup>2</sup>	Support services provided as necessary.
The appointment of 30 trustees (the estimated range is 26 to 36 per year) to the Community Trusts administered.	26 - 36	32	35	32 appointments administered as required. An additional 31 appointments relating to 1999/2000 were completed in November 2000, totalling 63 appointments for the year.
The appointments to the Lottery Grants Board and Distribution Committees administered as vacancies arise.	N/A	12	17	All appointments administered as required.
Advice to the Ministers of Internal Affairs, Finance, and Disarmament and Arms Control concerning the above Trusts and Fellowships provided as required.	N/A	Advice provided	Advice provided	All advice provided as requested.
98% of administrative, advisory support and monitoring services, assessed through a random audit against an internal control checklist, provided in accordance to the standards specified in the Trusts and Fellowships Procedures Manuals and internal quality service documentation.	98%	97%	100%	Standard not achieved - this measure failed to achieve target because in some cases documentation to prove the correct process was followed was not recorded. In these instances it was assumed the measure was below target.
100% of logged customer service complaints responded to within time frames specified in internal quality service documentation.	100%	100%	No complaints	Achieved — all complaints responded to appropriately.

<sup>2</sup> In 1999/2000 seven disbursement meetings and seven finance meetings were held.

### Performance targets for Commissions of Inquiry are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
All administrative and advisory support services are provided to the Commission within the negotiated timeframe.	N/A	100%	100%	Achieved — all administrative and advisory support services provided as required.
Accurate and appropriate information provided.	N/A	No complaints	No complaints	Achieved — no complaints received.
Commissioner's average rating in annual surveys is seven or greater on a scale of one to nine, where one is very poor and nine is outstanding.	7	7.3	8.5	Achieved — Royal Commission on Genetic Modification Commissioners rated the service as 7.3 out of 9.

### Performance targets for Constitutional Services to the Clerk of the Writs are:

Quality, Quantity	Standard	2000/01	1999/00	Comment
100% of documentation accepted concerning general elections.	100%	N/A	100%	No General/By-Elections or Citizens Initiated Referenda held in this reporting period.
100% of Ministerial submissions accepted in relation to legislation administered.	100%	100%	100%	Achieved — 14 Ministerial submissions were made relating to Trade Mark and Company Name submissions for use of the word Royal.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	4,811	3,429	4,811	887
Revenue Third Parties	7,399	7,164	7,877	7,245
<i>Total Revenue</i>	<u>12,210</u>	<u>10,593</u>	<u>12,688</u>	<u>8,132</u>
<b>Expenses</b>				
New Zealand Lottery Grants Board (NZLGB) and Distribution Committees	7,049	6,847	7,300	7,017
Services to Other Government Department	251	0	306	0
Crown Trusts and Fellowships	263	388	394	263
Commissions of Inquiry	3,141	3,282	4,621	583
Historical Advice and Administrative Services	0	0	1	34
Constitutional Services	75	54	44	0
Services to the Clerk of the Writs	25	24	24	0
<i>Total Expenses</i>	<u>10,804</u>	<u>10,595</u>	<u>12,690</u>	<u>7,897</u>
Net Surplus/Deficit	1,406	(2)	(2)	235
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	<u>12,330</u>	<u>11,919</u>	<u>14,276</u>	<u>8,914</u>

## D3 – Administration of Grants

### Description

This output class involves services relating to the administration of five grant schemes which aim to contribute to the community development outcomes of building participation and local initiatives for disadvantaged community and youth sectors. These schemes were:

- ¥ Community Organisation Grant Scheme (COGS)
- ¥ Youth Worker Training Scheme
- ¥ Community Project Workers Scheme (CPWS)
- ¥ Community Work Training Fund
- ¥ Community Based Youth Development Fund.

Services include the processing, assessment and monitoring of grant applications; provision of training and support services to grant distribution committees; and information and assistance to prospective grant applicants.

### Performance targets for Administration of Grants are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
3,700 (the estimated range is 3,400 to 4,000) grant applications processed.	3,400 to 4,000	3,749	3,841	All grant applications processed as required.
Grant scheme services provided to assess and monitor grants, inform and assist prospective grant applicants, and support and train COGS committees. The estimated range of staff time is 21,000 to 25,000 hours.	21,000 to 25,000	21,111	New measure	Achieved — forecasted number of staff hours achieved.
A profile on the contribution of COGS volunteers published.	Profile	Profile published	New measure	Achieved — the profile is titled Making a Contribution: COGS Volunteers in Your Community 2001 .
100% of COGS public planning and selection meeting processes assessed against a checklist specified in COGS grants scheme procedural documentation and approved by the COGS National Advisory Committee.	100%	100%	100%	Achieved — all meeting processes met the checklist specifications.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
A minimum 98% of applications, assessed through a random audit against an internal control checklist, meet standards specified in grants scheme procedural documentation.	98%	81%	93%	Standard not achieved — this measure failed to achieve target because copies of receipt of application letters were not consistently kept. In these instances it was assumed the measure was below target. The new COGS Online grant process will correct this by automatically generating an email or receipt of application letter when an application is received.
A minimum 98% of grant disbursements, assessed through a random audit against an internal control checklist, meet standards for accuracy and timeliness specified in internal quality service documentation.	98%	88%	83%	Standard not achieved — this measure failed to achieve target because dates to prove payments were within the required timeframe were not recorded. The new COGS Online grant process will correct this by automatically recording when money is paid out.
Provision of services and training to COGS National Advisory Committee and Local Distribution Committee members will result in 85% of respondents to a customer satisfaction survey of committee members rating quality and timeliness at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	85%	66%	86%	Standard not achieved — respondents indicated that they wished to have more information and training on Treaty issues. A training and awareness programme was initiated in May 2001.
100% of logged customer service complaints responded to within timeframes specified in internal quality service documentation.	100%	100%	100%	Achieved — all complaints responded to within the timeframes specified.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	2,286	2,265	2,286	2,191
Revenue Third Parties	0	0	0	0
<i>Total Revenue</i>	2,286	2,265	2,286	2,191
<b>Expenses</b>				
Administration of Grants	2,156	2,265	2,285	2,168
<i>Total Expenses</i>	2,156	2,265	2,285	2,168
Net Surplus/Deficit	130	0	1	23
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	2,442	2,548	2,571	2,442

## D4 – Community Advisory and Information Services to the Public

### Description

This output class involves services, which include the provision of advisory and information services to:

- ¥ community groups with a focus on building participation and developing local initiatives for disadvantaged community and youth sectors
- ¥ individuals, groups and agencies in the community sector in order to improve access to resources and build participation in the community sector
- ¥ the public on Building Controls and Fire Service
- ¥ the public on the Government, its agencies and services
- ¥ the public through the New Zealand Gazette, which provides official and legal information.

### Performance targets for Advisory Services to Community Groups are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Advisory services provided to community groups using a community development approach. The estimated range of staff time is 24,000 to 30,000 hours.	24,000 to 30,000	26,949	22,594	Achieved — the hours spent delivering advisory services were provided as forecasted.
35 Community Project Worker agencies provided with project management advisory services.	35	35	46	Achieved — project management advisory services provided as required.
30 (the estimated range is 25 to 35) youth worker networks provided with facilitation and training advisory services.	30	41	39	Achieved — more youth worker networks were provided within services than forecasted.
An international community development conference hosted in April 2001.	April 2001	Conference held	N/A	Achieved — Investing in Community Development conference held 26 <sup>th</sup> April 2001.
An evaluation of Community Project Worker Scheme Crime Prevention projects completed.	Evaluation	Achieved	N/A	Achieved — evaluation completed. See page 38 for details.

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Vote Internal Affairs  
D4 – Community Advisory and Information Services to the Public

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
90% of advisory services, assessed through a random audit against an internal control checklist, meet standards specified in internal quality service documentation.	90%	90%	97%	Achieved — 90% of standards met.
100% of logged customer service complaints acted on within timeframes specified in internal quality service documentation.	100%	100%	100%	Achieved — all complaints responded to within the timeframes specified.

**Performance targets for Information Services to the Community Sector are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Community information services to individuals, community groups and agencies. The estimated range of staff time is 15,000 to 19,000 hours.	15,000 to 19,000	15,996	7,605	Achieved — forecasted range of staff hours spent on community information services.
A minimum of 50 updates made to the Community Net website.	50	49	50	All updates were made as requested.
300 (estimated range 250 to 350) Community Net e-mail and helpdesk enquiries responded to.	250 to 350	273	269	All helpdesk enquiries responded to.
Public access to the Funding Information Service database provided at 17 sites.	17	17	16	Achieved — funding information service database is available at 17 regional offices.
11 editions of Rural Bulletin published and circulated in conjunction with the Ministry of Agriculture and Forestry.	11	11	11	Achieved — all rural bulletins published.
90% of information services, assessed through a random audit against an internal control checklist, will meet standards specified in internal quality service documentation.	90%	90%	97.1%	Achieved — 90% of information services checked and met the standards specified.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
85% of respondents to a customer satisfaction survey of information service clients will rate information at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	85%	87%	89.5%	Achieved — 87% of respondents were satisfied with the information.
100% of logged customer service complaints are responded to within timeframes specified in internal quality service documentation.	100%	100%	100%	Achieved — all complaints responded to within the timeframes specified.

**Performance targets for Government Information Services are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Access to information about government and local government services maintained through the Blue Pages published in 18 Telecom Regional Telephone Directories.	18	18	18	Achieved — Blue Pages published in 18 Telecom Regional Telephone Directories.
No more than one compensation claim against Blue Pages sustained.	≤1	No claim	No claim	Achieved — no compensation claims sustained.
90% of respondents to an annual client satisfaction survey rate the information on Blue Pages as useful .	90%	94%	85%	Achieved — 94% of clients rated the Blue Pages information as useful.

**Performance targets for Advisory and Information Services on Building Controls and Fire Service are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
110 (the estimated range is 100 to 120) written items of information provided during the year, dealing with issues such as the building levy, building regulation compliance and consents, and building and fire safety provisions.	100 to 120	103	109	All written items of information provided as required.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of written requests for information responded to within 10 working days of receipt of request.	100%	100%	100%	Achieved — all requests responded to within 10 working days.
All written items of information met the following standards: ¥ factually accurate ¥ provide all necessary information ¥ laid out in the standard format and layout.	100%	100%	All met standard	Achieved — all information met the required standard.

**Performance targets for New Zealand Gazette are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
49 principal editions, two special editions, 47 custom editions, all requested professional lists, trade lists, and supplements published.	98 editions	104 editions	102 editions	104 editions plus 50 supplements were published.
100% New Zealand Gazettes published to deadlines.	100%	100%	100%	Achieved — all Gazettes published to deadlines.
The text of the New Zealand Gazette, typeset and published in accordance with text supplied by the client with no more than one error per month.	1 error per month	1 error in 12 months	1 error in 12 months	Achieved — only one error in the 12 month period.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	4,614	4,884	4,614	4,564
Revenue Third Parties	1,431	2,132	1,717	876
<i>Total Revenue</i>	6,045	7,016	6,331	5,440
<b>Expenses</b>				
Advisory Services to Community Groups	2,576	2,776	2,705	2,580
Information Services to the Community Sector	1,735	1,857	1,838	1,794
Government Information Services	501	816	451	994
Advisory and Information Services on Building Controls and Fire Service	83	203	69	57
New Zealand Gazette <sup>3</sup>	840	1,355	1,259	0
<i>Total Expenses</i>	5,735	7,007	6,322	5,425
Net Surplus/Deficit	310	9	9	15
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	6,491	7,884	7,113	6,105

3 In 1999/2000 the New Zealand Gazette was reported under the Output Class "Official Legal and Historical Publications", and incurred expenditure of \$1,193,000. This Output Class was discontinued on 30 June 2000.

## D5 – Issuing of Licences and Administration of Regulations

### Description

This output class involves services relating to:

- ¥ carrying out investigations and audits to test compliance with regulations pursuant to the Films, Videos and Publications Classification Act 1993, the Gaming and Lotteries Act 1977, the Racing Act 1971, the Casino Control Act 1990 and enforcing regulations pursuant to these Acts (prosecutions will be carried out where appropriate)
- ¥ issuing licences concerning all aspects of gaming and employees of the country's casinos
- ¥ providing policy advice on the gaming licensing regulatory regime and associated fees, advice and information on the application of gaming law, and education services to the gaming sector.

### Performance targets for Censorship Inspections are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of video site inspections Range: 300 to 350 Target: 325	300 — 350	403	388	Achieved — large number of sites inspected in connection with investigations of unlabelled/ objectionable video distribution.
Number of film site inspections Range: 10 to 30 Target: 20	10 — 30	25	23	Achieved — forecasted number of film site inspections conducted.
Number of magazine/book site inspections Range: 300 to 350 Target: 325	300 — 350	366	359	Achieved — the number of forecast magazine/book site inspections was slightly exceeded.
Number of electronic media site inspections Range: 450 to 500 Target: 475	450 — 500	476	250	Achieved — forecast number of electronic media site inspections conducted.
Number of other forms of publication inspections Range: 500 to 600 Target: 550	500 — 600	609	668	Achieved — the number forecast of other forms of publication inspections was slightly exceeded.
Percentage of inspection reports that meet the reporting criteria detailed in the 2000/01 Purchase Agreement.	95%	100%	100%	Achieved — forecast percentage of inspection reports detailed in 2000/01 Purchase Agreement.

**Performance targets for Censorship Investigations are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
An estimated minimum of 300 censorship investigations in the year completed to standards and legal requirements.	300	439	487	All investigations completed as required. Large number of complaints/information led to more than forecast investigations being completed.
A capacity for 695 hours per inspector per year spent on investigations.	695	769	New measure	Hours completed as required. Reflects the high number of investigations completed.
100% of investigations reviewed by the manager monthly and within seven days of completion to ensure legal requirements are complied with.	100%	100%	100%	Achieved — all investigations reviewed by the Manager to ensure legal requirements.
100% of investigations comply with legal requirements.	100%	100%	New measure	Achieved — all investigations comply with the legal requirements.

**Performance targets for Censorship Prosecutions are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
An estimated minimum of 15-20 cases of censorship prosecutions completed.	15- 20	30	34	All prosecutions completed as necessary.
A capacity for 694 staff hours per inspector per year spent on censorship prosecutions.	694	727	752	Hours completed as necessary to complete prosecutions.
100% of prosecution files submitted to the manager within four weeks of the completion of the investigation.	100%	100%	91%	Achieved — 100% of prosecution files submitted to the manager within timeframe.
A maximum of 5% of cases dismissed where prima facie case not established.	≤5%	No cases	No cases	Achieved — no cases failed to establish a prima facie case.
A maximum of 5% of cases receive adverse judicial comments on prosecution case or preceding investigation process.	≤5%	No cases	No cases	Achieved — no cases received adverse judicial comments.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Minimum of 90% of prosecution cases granted approval to pursue prosecution by the Attorney-General (Section 123, 124, 131 offences).	90%	100%	100%	Achieved — 100% of prosecution cases granted approval to pursue prosecution.

**Performance targets for Casino Audits are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of casino financial audits Range: 220 — 270 Target: 252	220 — 270	614	1,327	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.
Number of casino table games audits Range: 1,050 — 1,150 Target: 1,095	1,050 — 1,150	2,296	650	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.
Number of gaming machines casino audits Range: 800 — 900 Target: 842	800 — 900	1,407	1,381	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.
Number of cashiering casino audits Range: 460 — 540 Target: 491	460 — 540	749	215	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.
Number of surveillance casino audits Range: 500 — 580 Target: 540	500 — 580	1,274	1,461	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.
Number of security casino audits Range: 280 — 330 Target: 315	280 — 330	912	142	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.
All audit reports will meet criteria specified in the Casino Supervision and Inspection Risk Assessment/ Audit Programme	100%	100%	100%	Achieved — risk-based testing means resources shifted from one type of audit to another. Audit categories redefined during year.

**Performance targets for Casino Investigations are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of casino investigations of patron complaints in relation to the conduct of gaming Range: 100 — 140 Target: 122	100 — 140	134	129	All casino investigations of patron complaints completed as required.
Number of casino investigations of ongoing suitability of individuals to hold certificates of approval Range: 15 — 25 Target: 20	15 — 25	33	17	All casino investigations of ongoing suitability of individuals completed as required. There were a large number of investigations carried out at one casino in relation to an inquiry into staff conduct.
Number of casino investigations into operator breaches Range: 12 — 22 Target: 18	12 — 22	63	28	All casino investigations of patron complaints completed as required. Only three of these investigations resulted in a formal report to the Casino Control Authority.
Number of casino investigations into offences under the Casino Control Act Range: 130 — 170 Target: 155	130 — 170	197	190	All casino investigations completed as required. There was a high requirement for investigations this year due to recent opening of three new casinos.
All investigation reports will meet criteria specified in the Casino Supervision and Inspection Investigations Procedures Manual.	100%	100%	100%	Achieved — all reports met criteria.
100% of complaints acted on within seven days of receiving the complaint	100%	100%	100%	Achieved — all complaints acted on within required timeframes.

**Performance targets for Gaming Licensing are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of prize competition gaming licences issued Range: 25 — 35 Target: 30	25 — 35	26	27	26 prize competition gaming licences issued.
Number of Housie gaming licences issued Range: 600 — 800 Target: 700	600 — 800	725	667	725 housie gaming licences issued.
Number of lottery gaming licences Range: 675 — 825 Target: 750	675 — 825	747	725	747 lottery gaming licences issued.
Number of other game of chance gaming licences issued Range: 70 — 170 Target: 120	70 — 170	149	103	149 other game of chance gaming licences issued.
Number of new gaming machine licences issued Range: 20 — 40 Target: 30	20 — 40	50	41	50 new gaming machine licences issued.
Number of gaming machine licence amendments issued Range: 450 — 650 Target: 550	450 — 650	1,000	641	1,000 gaming machine licence amendments issued.
Number of annual gaming machine licence renewals issued Range: 750 — 950 Target: 850	750 — 950	833	880	833 annual gaming machine licence renewals issued.
Number of casino employee certificates of approval issued Range: 500 — 1,050 Target: 775	500 — 1,050	497	715	497 casino employee certificates of approval issued as requested.
99% of licences and amendments are issued without error.	99%	99%	99%	Achieved — 99% of licences and amendments issued without error.
99% of licences and amendments issued in accordance with policy and legislation.	99%	99%	100%	Achieved — 99% of licences and amendments issued in accordance with policy and legislation.
95% of licences and amendments (excl gaming machines renewals) issued within ten days of the receipt of a complete application.	95%	88%	72%	Standard not achieved — turnaround times were more than 10 days for the first six months. Delays were identified and resolved. Standard exceeded in last 5 months of year after process improvements.

**Performance targets for Gaming Advice and Information are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
1,123 hours of staff time allocated to the provision of advice and information relating to the application of gaming law; the advice being provided from the Gaming Licensing Office in Wellington between 8.30am and 5.00pm Monday to Friday (incl).	1,123	2,146	1,295	Achieved — a higher number of public enquiries resulted in an increase in hours.
95% of requests for advice/information meet the following criteria: ¥ answered without error ¥ answered in accordance with legislation and policy ¥ answered within agreed timeframes which are: ¥ no more than 10 working days for straight forward requests ¥ 20 working days for Official Information Act requests.	95%	95%	90%	Achieved — 95% of requests for advice/information answered without error.
Advice to Minister as per Departmental criteria for policy advice.	N/A	N/A	N/A	Achieved — no written advice on gaming licensing was requested by the Minister.

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D5 - Issuing of Licences and Administration of Regulations**Performance targets for Gaming Audits are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of gaming machine society audits forecasted for completion.	160	177	181	Achieved — forecasted number of audits were completed.
Number of gaming machine site audits forecasted for completion.	160	172	154	Achieved — forecasted number of audits were completed.
Number of other audits forecasted for completion.	40	44	16	Achieved — forecasted number of audits were completed.
A capacity for 13,300 hours of staff time spent on gaming audits.	13,300	14,479	19,510	Achieved — the decrease in hours in 1999/2000 reflects process efficiencies gained as inspectorate staff became more familiar with the new audit model.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of gaming machine audits comply with standards/criteria specified in the risk based gaming machine audit model.	100%	100%	100%	Achieved — 100% of gaming machine audits complied with specified standards/criteria.
100% of housie audits completed in accordance with standards/criteria specified in the risk based housie audit model.	100%	100%	100%	Achieved — 100% of housie audits completed in accordance with specified standards/criteria.
100% of other audits completed in accordance with criteria specified in the Gaming Compliance 2000/01 Business Plan.	100%	100%	100%	Achieved — 100% of other audits completed within specified criteria.

**Performance targets for Gaming Investigations are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of gaming machine investigations forecast for completion.	100	71	74	All gaming machine investigations completed as required.
Number of other investigations forecast for completion.	30	74	56	All other investigations completed as required.
A capacity for 8,400 hours of staff time spent on gaming investigations.	8,400	4,789	5,315	Hours completed as required.
100% of investigations comply with legal requirements.	100%	100%	100%	Achieved — 100% of investigations complied with legal requirements.

**Performance targets for Gaming Prosecutions are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of gaming machine prosecutions forecast for completion.	2	3	2	Gaming machines prosecutions completed as required.
Number of other prosecutions forecast for completion.	7	3	3	Other prosecutions completed as required.
Capacity for 1,300 hours of staff time spent on gaming prosecutions.	1,300	711	550	Hours completed as required.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of dates set by the Court are met and complied with by the Department.	100%	100%	100%	Achieved — 100% of dates set by the Court were met and complied with by the Department.
A maximum of 5% of cases dismissed where prima facie case is not established.	5%	No cases	No cases	Achieved — no cases failed to establish a prima facie case.
A maximum of 5% of cases receive adverse judicial comments on prosecution case or preceding investigation process.	5%	No cases	No cases	Achieved — no cases.

**Performance targets for Education Services to Gaming Sector are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
10 formal gaming machine clinics completed.	10	13	New measure	Achieved — 13 formal gaming machine clinics completed.
150 gaming machine site visits completed.	150	193	New measure	Achieved — large numbers of site visits as part of gaming machine field testing project.
60 housie site visits completed.	60	61	New measure	Achieved — 61 housie site visits completed.
A capacity for 2,000 hours of staff time spent on education services.	2,000	2,349	New measure	Achieved — reflects requirements of field testing project and slightly higher number of gaming machine clinics.
All gaming education work completed in accordance with criteria specified in the Gaming Compliance 2000/01 Business Plan.	N/A	Achieved	New measure	Achieved — all gaming education work completed in accordance with specified criteria.

## Performance targets for Gaming Regulatory Policy Advice are:

Measure	Comment
Completion of the Policy Work Programme as agreed between the Minister of Internal Affairs and the Chief Executive, or as amended by agreement during the year, with emphasis on the gaming regulatory regime.	<p>The Work Programme was completed as agreed with the Minister. Key pieces of work included:</p> <p><b>Review of Gaming Fees</b>                      Consultation process completed and Cabinet paper submitted so that regulations can be amended, if necessary, before September 2001.</p> <p><b>Audits of Non-Casino Gaming Machines</b>                      Advice on increasing the frequency of audits of non-casino gaming machines.</p>

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Policy advice provided in accordance with agreed policy quality criteria.	100%	100%	Not completed	Achieved — all policy advice reached the required quality standard.
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	Not completed	Achieved — all policy advice reached the required quality standard.
Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is very poor and nine is outstanding, the assessment mechanism being a half yearly survey <sup>4</sup> .	8	8	7	Achieved — the Minister was satisfied with the coverage and timeliness of the policy advice.

<sup>4</sup> The survey covered the period from January – June 2001.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	1,275	1,307	1,275	1,228
Revenue Third Parties	7,142	6,719	6,561	6,176
<i>Total Revenue</i>	8,417	8,026	7,836	7,404
<b>Expenses</b>				
Censorship Inspections	305	343	343	268
Censorship Investigations	302	343	343	295
Censorship Prosecutions	396	340	341	268
Casino Audits	1,769	2,158	1,891	1,804
Casino Investigations	449	539	473	485
Gaming Licensing	1,595	1,688	1,642	1,474
Gaming Advice and Information	106	138	141	75
Gaming Audits	1,280	1,038	1,125	901
Gaming Investigations	854	830	900	920
Gaming Prosecutions	120	104	113	158
Education Services to Gaming Sector	102	104	113	0
Provision of Operational Policy	0	0	0	82
Gaming Regulatory Policy Advice	126	131	140	155
<i>Total Expenses</i>	7,404	7,756	7,565	6,885
Net Surplus/Deficit	1,013	270	271	519
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	8,456	8,759	8,545	7,811

## D6 – Issuing of Official Documents

### Description

This output class involves:

- ¥ informing the public about the services, entitlements and obligations arising from the Citizenship Act 1977, the Passport Act 1992 and the Births, Deaths and Marriages Registration Act 1995
- ¥ assessment of applications for and issuing of New Zealand passports and other travel documents
- ¥ assessment of applications for grants of citizenship
- ¥ registration and confirmation of citizenship
- ¥ registration of births, deaths and marriages
- ¥ issuing certificates and information relating to births, deaths and marriages
- ¥ maintenance of associated national records relating to passports, citizenship, births, deaths and marriages
- ¥ authentication of official documents and documents notarised by New Zealand Notaries Public for use overseas.

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D6 – Issuing of Official Documents

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It also includes policy advice on, and information relating to, New Zealand's documents of national identity, broader identity issues, births, deaths, marriages, citizenship and passports. Policy advice also involves preparation of briefings and speech notes and the provision of support for the Minister of Internal Affairs as required in Cabinet Committees, Select Committees and in the House.

Ministerial services are also provided. These involve the provision of draft replies to correspondence, including Official Information Act requests and Ombudsman enquiries, and to Parliamentary Questions, addressed to the Minister of Internal Affairs or referred from other Ministers.

### Performance targets for Citizenship are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of applications for grants of citizenship. Range: 24,000 — 28,000 Target: 26,000	24,000 — 28,000	24,747	31,535	24,747 grants of citizenship.
Number of applications for registration of citizenship by descent. Range: 5,000 — 6,000 Target: 5,500	5,000 — 6,000	5,771	5,941	5,771 applications for registration of citizenship by descent.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of applications for certificates of citizenship status. Range: 3,500 — 4,000 Target: 3,750	3,500 — 4,000	4,041	3,939	4,041 applications for certificates of citizenship status.
99% of citizenship documents issued without error.	99%	99.8%	99.9%	Achieved — 99.8% of citizenship documents issued without error.
80% of applications for grants of citizenship recommended to the Minister within four months of receipt.	80%	70.2%	84.2%	Standard not achieved — new processes have been introduced to streamline production.
95% of applications for registration of citizenship, not involving adoption, completed within 20 working days of receiving a completed application.	95%	99.9%	99%	Achieved — 99.9% of applications for registration of citizenship not involving adoption completed within required timeframe.
95% of applications for certificates of status completed within 20 working days of receiving a completed application.	95%	97.7%	99%	Achieved — 97.7% of applications for certificates of status completed within required timeframe.

### Performance targets for Passports are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of standard passports. Range: 300,000 — 350,000 Target: 325,000	300,000 — 350,000	308,399	308,691	308,399 standard passports issued.
Number of urgent passports. Range: 25,000 — 31,000 Target: 28,000	25,000 — 31,000	32,674	28,733	32,674 urgent passports issued.
Number of other travel documents. Range: 5,500 — 8,500 Target: 7,000	5,500 — 8,500	6,570	6,823	6,570 other travel documents issued.
99% of passport documents issued without error.	99%	99.9%	99.9%	Achieved — 99.9% of passport documents issued without error.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
99% of urgent passports and other urgent travel documentation issued within three working days of receipt of a completed application.	99%	99.9%	99.9%	Achieved — 99.9% of urgent passports and other travel documentation issued within required timeframes.
99% of non-urgent passports issued within 10 working days of receipt of a completed application.	99%	99.9%	99.99%	Achieved — 99.9% of non-urgent passports issued within required timeframes.

**Performance targets for Births, Deaths and Marriages Registrations are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of birth registrations. Range: 56,000 — 62,000 Target: 59,000	56,000 — 62,000	57,484	59,601	57,484 birth registrations.
Number of death registrations. Range: 27,000 — 30,500 Target: 28,750	27,000 — 30,500	27,036	27,925	27,036 death registrations.
Number of marriage registrations. Range: 20,000 — 22,500 Target: 21,250	20,000 — 22,500	22,667	23,616	22,667 marriage registrations.
Number of births, deaths and marriages access certificates issued. Range: 245,000 — 273,000 Target: 261,000	245,000 — 273,000	243,609	271,129	243,609 certificates issued.
Number of micrographics issued for births, deaths and marriages. Range: 60,000 — 70,000 Target: 65,000	60,000 — 70,000	66,330	82,152	66,330 micrographics issued.
99% of birth, death and marriage certificates issued without error.	99%	99.2%	99.4%	Achieved — 99.2% of birth, death and marriage certificates issued without error.
99% of birth, death and marriage information is registered without error.	99%	99.3%	99.99%	Achieved — 99.3% of birth, death and marriage information registered without error.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
95% of death registrations will be completed within three working days from receipt of a properly completed notification or application form.	95%	100%	99.99%	Achieved — 100% of death registrations completed within required timeframes.
95% of birth and marriage registrations will be completed within four working days from receipt of a properly completed notification or application form.	95%	97%	100%	Achieved — 97% of birth and marriage registrations completed within required timeframes.
99% of completed applications for certificates from fully computerised registrations that are received: ¥ by 3.00pm will be processed on the same working day ¥ after 3.00pm will be processed the next working day	99% 100%	100% 100%	100% 100%	Achieved — 100% of completed applications for certificates processed within required timeframes.
95% of certificates from registrations which are not fully computerised will be processed within eight working days of receipt of a completed application.	95%	99.9%	New measure	Achieved — 99.9% of certificates from registrations that are not fully computerised completed within required timeframes.
95% of documents issued from micrographic retrieval system produced within eight working days.	95%	99.6%	97%	Achieved — 99.6% of documents issued from micrographic retrieval system produced within required timeframes.

### Performance targets for Authentication Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Number of authentication documents. Range: 1,700 — 1,800 Target: 1,750	1,700 — 1,800	2,827	2,386	2,827 authentication documents.
99% of documents authenticated without error.	99%	99.5%	99.9%	Achieved - 13 documents returned for re-issue.
95% of documents submitted for authentication will be processed within five working days.	95%	100%	99.9%	Achieved - all documents accompanied by correct payment and correct processing information processed within 5 working days.

**Performance targets for Policy Advice (National Identity) are:**

Measure	Comment
The Policy Work Programme completed as agreed between the Minister of Internal Affairs and the Chief Executive, or as amended by agreement during the year, with emphasis on policy advice on identity and citizenship.	The Work Programme was completed as agreed with the Minister. Key pieces of work included: <b>Citizenship Review</b> Proposals for the amendment of the Citizenship Act 1977 and regulations have been prepared for Cabinet consideration. <b>Identity Services Fees Review</b> The Identity Services Fee Review was completed and the approach agreed with Central Agencies. Papers sent to Cabinet for consideration.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Policy advice provided in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved - all policy advice reached the required quality standard.
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	100%	Achieved - all policy advice reached the required quality standard.
Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is very poor and nine is outstanding, the assessment mechanism being a half yearly survey <sup>5</sup> .	8	8	7	Achieved — the Minister was satisfied with the coverage and timeliness of the policy advice.

**Performance targets for Ministerial Correspondence and Questions are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Replies as required to all Ministerial correspondence, with an estimated range of 420 to 450.	420 — 450	221	218	All replies to Ministerial Correspondence were drafted as required.
An estimated 0 to 10 responses to Official Information Act requests and Ombudsman enquiries on all items responded to as required.	0 — 10	3	1	All responses to Official Information Act drafted as required.

<sup>5</sup> The survey covered the period from January – June 2001.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
An estimated 35 to 40 draft answers to Parliamentary Questions on all items drafted as required.	35 — 40	9	10	All answers to Parliamentary Questions drafted as required.
95% of draft responses to Ministerial correspondence returned to the Minister's office for signature within 15 working days of receipt from the Minister's office, or such other deadlines as may be specifically agreed.	95%	100%	100%	Achieved — all items returned prior to deadline.
100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature, two days prior to the statutory deadline for reply.	100%	100%	100%	Achieved — all items returned prior to deadline.
All draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.	100%	100%	100%	Achieved — all items drafted within timeframe.
At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister.	95%	100%	100%	Achieved — all first versions accepted.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	1,969	1,853	1,969	1,844
Revenue Third Parties	40,909	40,658	42,268	41,206
<i>Total Revenue</i>	42,878	42,511	44,237	43,050
<b>Expenses</b>				
Citizenship	7,948	6,859	8,389	7,542
Passports	18,513	17,463	18,267	17,163
Births, Deaths and Marriages Registration	10,434	12,115	10,888	10,739
Authentication Services	192	109	118	46
Policy Advice (National Identity)	342	339	359	387
<i>Total Expenses</i>	37,429	36,885	38,021	35,877
Net Surplus/Deficit	5,449	5,626	6,216	7,173
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	42,789	42,199	43,551	41,258

## D7 – Ethnic Affairs Policy Advice and Information Services

### Description

This output class involves policy advice, Ministerial services, and the provision of advisory and information services to ethnic communities.

Policy advice includes the provision of advice and information on matters relating to ethnic affairs. It also involves preparation of briefings and speech notes and the provision of support for the Minister Responsible for Ethnic Affairs as required in Cabinet Committees, Select Committees and in the House.

Ministerial services involve the provision of draft replies to correspondence, including Official Information Act requests and Ombudsman enquiries, and to Parliamentary Questions, addressed to the Minister Responsible for Ethnic Affairs or referred from other Ministers.

Advisory and information services to ethnic communities include:

- ¥ a point of contact with government for ethnic peoples and communities
- ¥ information to ethnic peoples and communities
- ¥ public information to raise the level of knowledge about ethnic communities and their contribution to New Zealand.

### Performance targets for Ethnic Affairs Policy Advice are:

Measure	Comment
The Policy Work Programme completed as agreed between the Minister Responsible for Ethnic Affairs and the Chief Executive, or as amended by agreement during the year, with emphasis on policy advice described above.	The Work Programme was completed as agreed with the Minister. Key pieces of work included: <ul style="list-style-type: none"> <li>¥ The establishment of an Auckland based information and advisory service</li> <li>¥ The draft paper Ethnic Affairs Policy Framework for consultation with other departments was completed 28 February 2001</li> <li>¥ <i>Let's Talk</i> — a revision of the guidelines on the use of interpreters was completed.</li> <li>¥ A scoping paper on interpreting services was submitted to the Minister in May 2001.</li> </ul>

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Policy advice provided in accordance with agreed policy quality criteria.	100%	100%	New measure	Achieved - all policy advice reached the required quality standard.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	New measure	Achieved - all policy advice reached the required quality standard.
Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is very poor and nine is outstanding, the assessment mechanism being a half-yearly survey <sup>6</sup> .	8	8	New measure	Achieved — the Minister was satisfied with the coverage and timeliness of the policy advice.

**Performance targets for Ministerial Correspondence and Questions are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Replies as required to all Ministerial correspondence, with an estimated range of 10 to 50.	10 — 50	8	New measure	All replies to Ministerial Correspondence were drafted as required.
Responses as required to all Official Information Act requests and Ombudsman enquiries, with an estimated range of 0 to 10.	0 — 10	1	New measure	An answer to an Official Information Act request was drafted.
Answers as required to all Parliamentary Questions, with an estimated range of 10 to 50.	10 — 50	37	New measure	All answers to Parliamentary Questions were drafted as required.
95% of draft responses to Ministerial correspondence returned to the Minister's office for signature, within 15 working days of receipt from the Minister's office, or such other deadlines as may be specifically agreed.	95%	100%	New measure	Achieved — all items returned prior to deadline.
100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature two days prior to the statutory deadline for reply.	100%	100%	New measure	Achieved — all items returned prior to deadline.

<sup>6</sup> The survey covered the period from January – June 2001.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
All draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.	100%	94.6%	New measure	Standard not achieved - two draft replies of a total of 37 were not completed within the specified timeframes. For 2001/02 a new system has been implemented to ensure all agreed departmental performance measures for Ministerial Correspondence and Parliamentary Questions will be met.
At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman enquiries and Parliamentary Questions accepted by the Minister.	95%	100%	New measure	Achieved — all items accepted.

**Performance targets for Advisory and Information Services to Ethnic Communities are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Four editions of <i>Ethnic Link</i> newsletter published and circulated.	4	4	4	Achieved — four editions of <i>Ethnic Link</i> newsletter published and circulated.
<i>Ethnic Dates to Celebrate</i> calendar published and circulated.	Calendar	Calendar	New measure	Achieved — calendar published and circulated.
An estimated 200 to 300 requests from ethnic communities for information or advice responded to.	200 — 300	762	New measure	All requests from the ethnic communities for information or advice responded to as required.
100% of written requests for information responded to within 10 working days of receipt of requests.	100%	100%	New measure	All written requests responded to within 10 days.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	461	400	461	0
Revenue Third Parties	0	0	0	0
<i>Total Revenue</i>	461	400	461	0
<b>Expenses</b>				
Ethnic Affairs Policy Advice	220	141	183	0
Ministerial Correspondence and Questions Advisory and Information Services to Ethnic Communities	11 225	10 249	11 266	0 0
<i>Total Expenses</i>	456	400	460	0
Net Surplus/Deficit Appropriation	5 GST Incl	0 GST Incl	1 GST Incl	0 GST Incl
<b>Total Appropriation</b>	514	450	518	0

## D8 – Translation Services (Mode B Net)

### Description

This output class involves the provision of translation and other foreign language services to Ministers and third parties.

### Performance targets for Translation Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of contracted services provided.	100%	100%	100%	Achieved — all contracted services provided.
98% of translations completed to professional standards.	98%	99%	99%	Achieved - <1% of translations returned for amendment.
98% of translations meet timeframes to the satisfaction of customers.	98%	98%	98%	Achieved — 98% of translations met timeframes.
An average client satisfaction rating of 7.5 or greater is achieved through formal client feedback, where on a scale of one to nine, one is very poor and nine is outstanding .	7.5	7.8	7.8	Achieved - result taken from annual survey of clients carried out in December 2000, which reflects the previous 12 month period.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	(3)	0	(3)	0
Revenue Third Parties	589	500	550	558
<i>Total Revenue</i>	586	500	547	558
<b>Expenses</b>				
Translation Services	575	500	548	550
<i>Total Expenses</i>	575	500	548	550
Net Surplus/Deficit	11	0	(1)	8
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	648	563	616	620

# Vote Emergency Management

## D1 – Policy Advice (Emergency Management)

### Description

This output class involves the provision of strategic policy development and policy advice on civil defence and emergency management frameworks, procedures and operations. The output class also involves the drafting of replies to Ministerial correspondence, Parliamentary Questions, Official Information Act requests and Ombudsman enquiries, and the preparation of briefings and speech notes.

### Performance targets for Emergency Management Policy Advice are:

Measure	Comment
Policy Work Programme completed as agreed between the Minister of Civil Defence and the Director, or as subsequently amended by agreement during the year.	<p>The Policy Work Programme was completed as agreed with the Minister.</p> <p>The following were the components of the Policy Work Programme:</p> <ul style="list-style-type: none"> <li>¥ Introduce and manage the passage of the Civil Defence/Emergency Management Bill according to Government legislative priorities</li> <li>¥ Develop a draft National Civil Defence/Emergency Management Strategy for public consultation</li> <li>¥ Develop the draft components of a National Civil Defence/Emergency Management Plan</li> <li>¥ Undertake a review of national capability for dealing with an event of national significance</li> <li>¥ Develop guidelines for Recovery Plan processes.</li> </ul>

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Policy advice provided within the current resource allocation for each policy output, responded to in a timely manner with relevant briefings on all significant policy issues which arise during the year; briefings, advice, Cabinet papers and speech notes as required; support for the Minister of Civil Defence as required in Cabinet Committees, Select Committees and in the House.	100%	100%	N/A	Achieved - policy advice provided to meet the requirements of the Minister.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Ministerial satisfaction with the quantity, quality and timeliness of the policy advice rated at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding, the assessment mechanism being a half yearly survey <sup>7</sup> .	7	7.5	7.5	Achieved — ministerial satisfaction rated at 7.5.
Policy advice provided in accordance with agreed policy quality criteria set out in the Ministry for Emergency Management Purchase Agreement for 2000/01.	100%	100%	Achieved	Achieved — all policy advice provided in accordance with agreed policy quality criteria.
All policy advice meets agreed timeframes.	100%	100%	Achieved	Achieved — all policy advice met agreed timeframes.
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	Achieved	Achieved — all policy advice provided in accordance with the quality assurance system.

### Performance targets for Ministerial Correspondence and Questions are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
An estimated range of 40 to 60 replies to Ministerial Correspondence (including Official Information Act requests and Ombudsman enquiries) drafted for all items as required.	40 — 60	38	53	All replies to Ministerial Correspondence drafted as required.
An estimated range of 30 to 50 answers to Parliamentary Questions for all items drafted as required.	30 — 50	37	48	All answers to Parliamentary Questions drafted as required.
100% of draft responses returned to the Minister's office for signature, within 15 working days of receipt from the Minister's office.	100%	100%	100%	Achieved — all items returned within 15 working days.
At least 95% of first versions of Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister in terms of content and technical accuracy.	95%	100%	100%	Achieved — all first versions accepted.

<sup>7</sup> One survey covering the 12 month period was completed.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of draft responses returned to the Minister's office for signature, two days prior to the statutory deadline for reply.	100%	100%	No requests	Achieved — all items returned within the deadline.
All draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.	100%	100%	100%	Achieved — all replies completed within the timeframes specified.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	847	899	847	1,316
Revenue Third Parties	1	1	1	
<i>Total Revenue</i>	848	900	848	1,316
<b>Expenses</b>				
Emergency Management Policy Advice	743	798	754	1,186
Ministerial Correspondence and Questions	89	100	93	39
<i>Total Expenses</i>	833	898	846	1,225
Net Surplus/Deficit	15	2	2	91
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	939	1,011	952	1,390

## D2 – Support Services, Information and Education

### Description

This output class involves the implementation of structures and policies and assisting with the development of best practice approaches to civil defence and emergency management. This includes the provision of support, information, frameworks, guidelines and professional development to the civil defence and emergency management sector.

### Performance targets for Emergency Sector Support Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
An estimated 900 visits and meetings to provide advice and assistance on civil defence and emergency management to stakeholders (the range is 800 to 1,000).	800 — 1,000	934	825	Achieved — 934 visits and meetings.
A minimum of 80% of users who respond to a satisfaction survey, rate the quality and timeliness of the civil defence and emergency management advice and assistance services at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding.	80%	62%	78%	Standard not achieved — 62% of respondents rated 7 or greater.
Two mutual aid agreements developed by 30 June 2001.	2	N/A	New measure	Performance measure deleted. It was recognised that the mutual aid agreements should be developed in 2001/02 as part of the National Capability Project. Agreement was sought and obtained from the Minister of Civil Defence in May 2001 to delete the mutual aid agreements deliverable from the 2000/01 Purchase Agreement.

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D2 – Support Services, Information and Education

### Performance targets for Community Information are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
At least six stakeholder resources researched, produced and distributed by 30 June 2001.	6	8	New measure	Achieved — eight stakeholder resources researched.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
At least 12 updates on the Ministry for Emergency Management Website made.	12	40	Achieved	Achieved — 40 updates on Website made.
Website updates made at least monthly, and within one day of major events.	Monthly	Achieved	Updates made	Achieved — website updates were made monthly.
A minimum of 80% of users who respond to a satisfaction survey, rate the quality and usefulness of stakeholder resources at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	80%	52%	New measure	Standard not achieved - 52% of users rated 7 or above. One of the items (Tephra) was rated at 9 outstanding by 74% of users. Users indicated that other resources would benefit from revitalisation or a redefinition of their role. This has been taken into account in planning for stakeholder resources to be delivered in 2001/02.

**Performance targets for Professional Development are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Two workplace training programmes for operational response developed by 30 June 2001.	2	8	New measure	Achieved — eight training programmes developed.
At least two seminars on civil defence and emergency management group formation and plan developments, developed and delivered by 30 June 2001.	2	18	New measure	Achieved — 18 seminars developed and delivered.
At least one professional development programme outline developed by 30 June 2001 (in association with emergency services and tertiary education providers).	1	3	New measure	Achieved — three professional development programmes developed.
A minimum of 80% of users who respond to a satisfaction survey, rate the quality and usefulness of seminars at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	80%	73%	New measure	Standard not achieved - the Ministry conducted surveys to assess the quality and usefulness of the eight work place training programmes. Of the 108 respondents, 27% rated the programme at eight or greater. For two of the programmes 100% of respondents rated seven or greater.

**Performance targets for Implementation of Civil Defence and Emergency Management Frameworks are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Three best practice guidelines for civil defence and emergency management groups, developed by 30 June 2001.	3	3	New measure	Achieved — three best practice guidelines developed.
Agreement obtained from civil defence and emergency management research providers to principles, outcomes and implementation programme for civil defence and emergency management research, by 30 June 2001.	30 June 2001	Not Achieved	New measure	Standard not achieved - formal sign-off not obtained. A discussion document was prepared and a telephone survey undertaken. Verbal feedback indicated support for the general principles.
A framework for national monitoring and evaluation of civil defence and emergency management practice, developed by 30 June 2001.	30 June 2001	Achieved	New measure	Achieved — framework developed.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	2,559	2,480	2,559	2,613
Revenue Third Parties	6	6	6	13
<i>Total Revenue</i>	<u>2,565</u>	<u>2,486</u>	<u>2,565</u>	<u>2,626</u>
<b>Expenses</b>				
Emergency Sector Support Services	1,193	1,197	1,227	1,848
Community Information	163	63	166	517
Professional Development	622	638	611	252
Implementation of Civil Defence and Emergency Management Frameworks	568	589	562	0
<i>Total Expenses</i>	<u>2,546</u>	<u>2,487</u>	<u>2,566</u>	<u>2,617</u>
Net Surplus/Deficit	19	(1)	(1)	9
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	<u>2,867</u>	<u>2,798</u>	<u>2,887</u>	<u>2,945</u>

## D3 – Management of National Emergency Readiness, Response and Recovery

### Description

This output class involves the management of the capability to monitor and deal with events which may lead to emergencies, and the coordination and/or management of the response to, and recovery from, emergencies that are outside the scope of local civil defence and emergency management organisations.

### Performance targets for Monitoring of Emergency Events are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
250 (the estimated range is 200 to 300) events and incidents monitored.	200 — 300	343	359	All events and incidents monitored as required.
100% of alerts and warnings of events likely to lead to an emergency, issued within 60 minutes after identification of the pending event.	100%	No alerts	No alerts	Achieved — no alerts or warnings were necessary.
A minimum of 80% of local authorities who respond to a satisfaction survey, rate the quality and timing of alerts and warnings at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	80%	N/A	N/A	The survey was not commissioned, as no alerts or warnings were necessary.

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### Performance targets for Management of Readiness for National Emergencies are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Parts eight (Welfare), nine (Logistics) and 11 (Energy) of the National Civil Defence Plan updated by 30 June 2001.	Part: 8, 9, 11	Achieved	New measure	Achieved — parts 8, 9 and 1 updated.
The following systems tests completed: ¥ alternate communications system tested weekly ¥ call-out procedures tested monthly ¥ national warning system tested quarterly	N/A	Achieved	Achieved	Achieved — all required systems completed.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of deficiencies revealed by the tests of the high-frequency radio nets and communication systems remedied within seven days, and alternative communication methods used if necessary until deficiencies remedied.	100%	75%	100%	Standard not achieved - three out of four deficiencies were remedied within the timeframe. The fourth required a part from Australia. Alternative communication methods were used.

**Performance targets for Co-ordination and Management of Central Government Response are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Central government response activities managed as required to declared Civil Defence emergencies (an estimated three emergencies; the range is 0 to 10).	0 — 10	0	4	There were no declared Civil Defence Emergencies in 2000/2001. Therefore most of the measures in this output were not activated.
All responses managed in accordance with criteria outlined in the National Civil Defence Plan.	100%	N/A	100%	See above.
100% of preliminary briefings provided to the Minister within 24 hours after the declaration of a Civil Defence emergency.	100%	N/A	100%	See above.
Timely updates provided to the Minister up to the termination of the emergency.	N/A	N/A	New measure	See above.
Ministerial satisfaction with the quality and timeliness of briefings rated at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	7	N/A	No Survey <sup>8</sup>	See above.

<sup>8</sup> In 1999/2000 surveys were not conducted due to a clash with the General Election and departure of the Minister.

## Performance targets for Management of Recovery Support are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Central government activity in regard to recovery from emergency events managed as required (an estimated three events; the range is 0 to 10), including: ¥ the evaluation of the impacts of emergencies ¥ the evaluation of recovery strategies as appropriate on behalf of the Minister ¥ coordinating and facilitating the implementation of recovery strategies ¥ the appointment of disaster recovery coordinators as required	0 - 10	0	1 project	There were no declared Civil Defence Emergencies in 2000/2001. Therefore most of the measures in this output were not activated.
100% of the above activity managed in accordance with criteria outlined in the National Civil Defence Plan.	100%	N/A	100%	There were no events for which recovery activity was required.  However, a number of activities <sup>9</sup> (listed below) took place in respect of recovery.
Ministerial satisfaction with quality and timeliness of recovery management services rated at seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	7	Not measured	Not measured	See above.

<sup>9</sup>

- Internal guidelines for recovery assistance were completed.
- External guidelines for recovery assistance are going through the final consultative process with Local Government New Zealand.
- Ongoing maintenance and support of Disaster Recovery Co-ordinators, with two formal meetings held.
- The Ministry of Civil Defence and Emergency Management co-ordinated and facilitated a Government/Contact Energy solution to flooding issues in Alexandra. This was not a recovery function under the National Civil Defence Plan.
- The Ministry established a project for 2001/02, involving local government stakeholders, to improve local government preparedness for recovery.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	1,471	1,489	1,471	805
Revenue Third Parties	1	1	1	0
<i>Total Revenue</i>	1,472	1,490	1,472	805
<b>Expenses</b>				
Monitoring of Emergency Events	389	392	393	298
Management of Readiness for National Emergencies	79	78	76	359
Co-ordination and Management of Central Government Response	710	718	719	92
Management of Recovery Support	279	302	283	27
<i>Total Expenses</i>	1,457	1,490	1,471	776
Net Surplus/Deficit	15	0	1	29
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	1,641	1,676	1,655	877

# Vote Local Government

## D1 – Policy Advice (Local Government)

### Description

This output class involves the provision of policy advice and Ministerial services.

Policy advice includes the provision of advice and information on local government issues. It also involves monitoring the local government system, preparation of briefings and speech notes and the provision of support for the Minister of Local Government as required in Cabinet Committees, Select Committees, and in the House.

Ministerial services include the provision of draft replies to Ministerial correspondence, including Official Information Act requests and Ombudsman enquiries, and to Parliamentary Questions addressed to the Minister of Local Government or referred from other Ministers.

### Performance targets for Local Government Policy Advice are:

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D1 – Policy Advice (Local Government)

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Measure	Comment
Policy Work Programme completed as agreed between the Minister of Local Government and the Chief Executive, or as amended by agreement during the year, with emphasis on the policy areas described above.	<p>The Work Programme was completed as agreed with the Minister. Key pieces of work, included:</p> <p><b>Local Government Act Review</b> A consultation document was released on the review 14 June 2001.</p> <p><b>Funding Powers Review</b> Policy decisions were made by Cabinet to enable Parliamentary Counsel Office to commence drafting the Local Government (Rating) Bill, in accordance with the revised timetable approved by Cabinet.</p> <p><b>Local Elections and Polls/STV</b> A new Bill, the Local Electoral Act 2001, was enacted May 2001.</p> <p><b>Local Government (Elected Member Remuneration and Trading Amendment) Enterprises Bill</b> The Bill was referred to the Select Committee, and the Department is advising the committee.</p> <p><b>Local and Member's Bill</b> The Select Committee received advice on 13 Local and Member s Bills.</p>

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Policy advice provided in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved — all policy advice provided in accordance with agreed policy quality criteria.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	100%	Achieved — all policy advice provided in accordance with the quality assurance system.
Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is very poor and nine is outstanding, the assessment mechanism being a half yearly survey <sup>10</sup> .	8	8	8	Achieved — coverage and timeliness met the standard required.

### Performance targets for Ministerial Correspondence and Questions are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Replies as required to all Ministerial correspondence, with an estimated range of 700 to 1,000.	700 — 1,000	851	551	All replies to Ministerial Correspondence drafted as required.
Responses as required to all Official Information Act requests and Ombudsman enquiries, with an estimated range of five to 15.	5 — 15	23	5	All responses to Official Information Act requests and Ombudsman enquiries drafted as required.
Answers as required to all Parliamentary Questions, with an estimated range of 40 to 60.	40 — 60	71	70	All answers to Parliamentary Questions drafted as required.
At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister.	95%	99.8% Min 100% PQs & OIA	98.4% Min 100% PQs	Achieved — 99.8% of first versions accepted.
95% of draft responses to Ministerial correspondence returned to the Minister's office for signature within 15 working days of receipt from the Minister's office, or such other deadlines as may be specifically agreed.	95%	97.4%	94.2%	Achieved — 97.4% draft responses returned to Ministers office within required timeframes.

<sup>10</sup> The survey covered the period from January – June 2001.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature, two days prior to the statutory deadline for reply.	100%	87.0%	100%	Standard not achieved — three draft responses from a total of 23 were not completed by the statutory deadline. For 2001/02 a new system has been implemented to ensure all agreed departmental performance measures for Ministerial Correspondence and Parliamentary Questions will be met.
All draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.	100%	97.2%	100%	Standard not achieved — two draft replies from a total of 71 were not completed within the specified timeframes. See above.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	3,047	2,492	3,047	1,632
Revenue Third Parties	0	0	0	0
<i>Total Revenue</i>	3,047	2,492	3,047	1,632
<b>Expenses</b>				
Local Government Policy Advice	2,657	2,199	2,753	1,480
Ministerial Correspondence and Questions	269	292	293	151
<i>Total Expenses</i>	2,926	2,491	3,046	1,631
Net Surplus/Deficit	121	1	1	1
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	3,307	2,803	3,427	1,835

## D2 – Information, Support and Regulatory Services (Local Government)

### Description

This output class involves the provision of the following information, support and regulatory services:

- ¥ administration of statutes
- ¥ advice and support to the Local Government Commission
- ¥ information and advice about local government to the public, local authorities and other organisations
- ¥ local government services to offshore islands where the Minister is the territorial authority
- ¥ administration of the rates rebates scheme and disaster recovery grants
- ¥ processing applications for Ministerial approvals under the Local Government Act and other legislation
- ¥ carrying out the Harbourmaster function for Lake Taupo and providing boating facilities for that lake.

### Performance targets for Information, Advisory and Regulatory Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
95% of requests for information from the public responded to within 15 working days.	95%	98%	97%	Achieved — 98% of requests for information from the public responded to.
100% of responses to requests for information provided in accordance with quality criteria contained in the Local Government Services business plan.	100%	100%	100%	Achieved — all responses to requests for information provided in accordance with quality criteria.
At least four publications about local government are produced.	4	4	4	Achieved — four publications produced.
100% of local government services provided to offshore islands meet statutory requirements.	100%	100%	100%	Achieved — all services provided to offshore islands.

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D2 – Information, Support and Regulatory Services (Local Government)

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
98% of rates rebates reimbursed to local authorities within 20 working days.	98%	99%	99%	Achieved — 99% of rates rebates reimbursed to local authorities.
100% of disaster recovery grants disbursed in accordance with requirements of Cabinet.	100%	N/A	100%	The Department was not required to disburse any grants in 2000/01.
Ministerial approvals processed in accordance with the quality criteria contained in the Local Government Services 2000/01 Business Plan.	N/A	Achieved	Achieved	Achieved — Ministerial approvals processed in accordance with the quality criteria.

**Performance targets for Information, Advisory and Support Services to the Local Government Commission are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
95% of activities provided to standards and deadlines specified in the Local Government Services 2000/01 Business Plan.	95%	100%	100%	Achieved — 100% of activities provided to specified standards and deadlines.

**Performance targets for Regulatory and Boating Services for Lake Taupo Operations are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Maintenance of boat ramps, jetties, moorings, berths, navigational lights and navigational markers carried out in accordance with the maintenance schedule contained in the Local Government Services 2000/01 Business Plan.	N/A	Achieved	Achieved	Achieved — boat ramps, jetties, moorings, berths, navigational lights and navigational markers maintained.
100% of regulatory services (as listed in the Local Government Services 2000/01 Business Plan) provided in accordance with the Local Government Act and the Lake Taupo Regulations.	100%	100%	86%	Achieved — this fulfilled the outstanding conditions in the Lake Taupo Regulations 1976.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	1,323	1,324	1,323	1,287
Revenue Third Parties	288	280	286	283
<i>Total Revenue</i>	1,611	1,604	1,609	1,570
<b>Expenses</b>				
Information, Advisory and Regulatory Services	0	0	0	216
Information, Advisory and Support Services to the Local Government Commission	841	1,016	892	660
Regulatory and Boating Services for Lake Taupo Operations	709	588	718	641
<i>Total Expenses</i>	1,550	1,604	1,610	1,517
Net Surplus/Deficit	61	0	(1)	53
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	1,751	1,805	1,811	1,713

# Vote Ministerial Services

## D1 – Support Services to Ministers

### Description

This output class involves a range of support services for Ministers, including administration, accounting, personnel, information technology, facilities management, media and advisory services.

### Performance targets for Ministerial Support Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of the Executive provided with administration, accounting, personnel, media, information technology, facilities management and advisory services.	100%	100%	100%	Achieved — all members of the executive were provided with support services.
98% of services provided in accordance with Ministers or government demands and in accordance with correct authorisation.	98%	98%	100%	Achieved — 98% of services were provided as requested.
98% of requests for specific services actioned within specified timeframe.	98%	98%	100%	Achieved — 98% of requests for specific services were actioned within the correct timeframe.
The overall average rating in the at least annual satisfaction survey, for services provided, is seven or greater on a scale of one to nine, where one is very poor and nine is outstanding.	7	7.7	7	Achieved — the overall average met the standard required.

Vote Ministerial Services  
D1 – Support Services to Ministers

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	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	19,006	19,237	19,006	21,799
Revenue Third Parties	33	25	25	39
<i>Total Revenue</i>	<u>19,039</u>	<u>19,262</u>	<u>19,031</u>	<u>21,838</u>
<b>Expenses</b>				
Ministerial Support Services	17,157	19,262	19,031	20,337
<i>Total Expenses</i>	<u>17,157</u>	<u>19,262</u>	<u>19,031</u>	<u>20,337</u>
Net Surplus/Deficit	1,882	0	0	1,501
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	<u>19,537</u>	<u>21,670</u>	<u>21,410</u>	<u>23,067</u>

## D2 – Crown and Ministerial Property Management

### Description

This output class involves provision of services relating to the management of residential accommodation provided for Ministers of the Crown. This includes owned and leased property.

### Performance targets for Management of Residential Property are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
All Ministers of the Crown requiring accommodation are housed.	100%	100%	100%	Achieved — all Ministers requiring accommodation were housed.
100% of requests actioned for specific property management services initiated within eight working hours from receipt of request.	100%	100%	100%	Achieved — all requests for specific property management services actioned within eight working hours.
The overall average rating in the at least annual satisfaction survey for services provided, is seven or greater on a scale of one to nine, where one is very poor and nine is outstanding .	7	7	6.6	Achieved — the overall average met the standard required.

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Vote Ministerial Services  
D2 – Crown and Ministerial Property Management

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	2,669	2,497	2,669	2,205
Revenue Third Parties	10	25	25	24
<i>Total Revenue</i>	2,679	2,522	2,694	2,229
<b>Expenses</b>				
Management of Residential Property	2,209	2,522	2,693	1,924
<i>Total Expenses</i>	2,209	2,522	2,693	1,924
Net Surplus/Deficit	470	0	1	305
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	2,544	2,837	3,030	2,203

## D3 – Visits and Ceremonial Services

### Description

This output class involves the provision of services relating to:

- programmes for visiting Guests of Government
- reception services at international airports for the Governor-General, Ministers, and Guests of Government
- State and Ministerial functions
- commemorative events and national anniversaries
- congratulatory messages
- various constitutional services and the custody of emblems of national identity.

Also provided are services relating to the organisation of the annual Waitangi Day commemorations.

### Performance targets for VIP Co-ordination are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of programmes for all Guest of Government visits and Ministerial and state functions arranged and carried out (unless cancelled or postponed).	100%	100%	100%	Achieved – all visits and state functions arranged and carried out.
100% of facilitations (primarily Ministers and Guests of Government) at international airports carried out to agreed standards.	100%	100%	100%	Achieved – all facilitations at international airports carried out to agreed standards.
100% of visit programmes appropriately signed off as negotiated, and planned to meet relevant objectives.	100%	100%	100%	Achieved – all visit programmes signed off as negotiated.
100% of visit programmes carried out in accordance with agreed criteria in the VCO manual.	100%	100%	100%	Achieved – all visit programmes carried out in accordance with agreed criteria.
100% of requests for flag hire transacted.	100%	100%	100%	Achieved – all requests for flag hire transacted.
100% of congratulatory messages and flag hire services provided accurately and to timeframe agreed with customer, with no more than one complaint per 250 requests.	100%	100%	100%	Achieved – all congratulatory messages and flag hire services provided accurately and to agreed timeframes.

**Performance targets for Commemorative and Official Events Co-ordination are:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Waitangi Day commemorations co-ordinated in accordance with Cabinet requirements.	To cabinet requirements	N/A	Achieved	The Visits and Ceremonials Office assisted Government House to organise the Official Reception. The VCO was not required at Waitangi.
Commemorative and national anniversary events co-ordinated and managed according to specified events protocol.	To events protocol	All events to protocol	Achieved	Achieved – 11 commemorative and national anniversary events co-ordinated.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	1,876	1,869	1,876	3,072
Revenue Third Parties	3	5	0	3
<i>Total Revenue</i>	1,879	1,874	1,876	3,075
<b>Expenses</b>				
VIP Co-ordination	1,629	1,686	1,693	2,223
Commemorative and Official Events Co-ordination	155	194	194	195
Constitutional and Protocol Services	0	0	0	143
<i>Total Expenses</i>	1,784	1,880	1,887	2,561
Net Surplus/Deficit	95	(6)	(11)	514
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	2,019	2,114	2,122	2,945

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Vote Ministerial Services  
D3 – Visits and Ceremonial Services

## D4 – VIP Transport Services

### Description

This class of output involves:

- chauffeur-driven vehicle services, principally for Ministers, the Leader of the Opposition, former Governors-General, former Prime Ministers and their widows, the judiciary, and distinguished visitors
- the provision of self-drive vehicles, principally for Ministers.

### Performance targets for VIP Transport Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of requests for transport services are met.	100%	99.97%	99.99%	Standard not achieved - 10 requests for service from a total of 28,992 requests not met.
No more than one complaint is received for every 1,500 vehicle hires.	1/1,500	0.57/1,500	<1/1,500	Achieved - 11 complaints from 28,992 hires.
The overall average rating in the at least annual satisfaction survey for services provided, is 7.5 or greater on a scale of one to nine, where one is "very poor" and nine is "outstanding".	7.5	8.3	8.5	Achieved – the overall average met the standard required.

Vote Ministerial Services  
D4 – VIP Transport Services

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	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	44	0	44	0
Revenue Third Parties	4,799	5,256	5,256	4,980
<i>Total Revenue</i>	4,843	5,256	5,300	4,980
<b>Expenses</b>				
VIP Transport Services	4,838	5,256	5,300	5,028
<i>Total Expenses</i>	4,838	5,256	5,300	5,028
Net Surplus/Deficit	5	0	0	(48)
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	5,443	5,913	5,963	5,651

# Vote Racing

## D1 – Policy Advice (Racing)

### Description

This output class involves the provision of policy advice and Ministerial services.

Policy advice involves the provision of advice and information on matters relating to race betting and sports betting and on the racing industry generally. Policy advice also involves preparation of briefings and speech notes and the provision of support for the Minister for Racing as required in Cabinet Committees, Select Committees and in the House.

Ministerial services involve the provision of draft replies to correspondence, including Official Information Act requests and Ombudsman enquiries, and to Parliamentary Questions, addressed to the Minister for Racing or referred from other Ministers.

### Performance targets for Racing Policy Advice are:

Measure	Comment
The Policy Work Programme completed as agreed between the Minister for Racing and the Chief Executive, or as amended by agreement during the year, with emphasis on the policy areas described above.	The Work Programme was completed as agreed with the Minister. The key piece of work, the review of racing industry structures, has been completed to the point of introduction and first reading of a proposed Racing Bill.

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Policy advice provided in accordance with agreed policy quality criteria.	100%	100%	100%	Achieved – all policy advice reached the required quality standard.
All policy advice provided in accordance with the quality assurance system for policy advice.	100%	100%	100%	Achieved – all policy advice reached the required quality standard.
Ministerial satisfaction with the coverage and the timeliness of the policy advice rated at eight or greater on a scale of one to nine, where one is “very poor” and nine is “outstanding”, the assessment mechanism being a half-yearly survey.	8	8	Not measured	Achieved – the Minister was satisfied with the coverage and timeliness of the policy advice.

**Performance targets for Ministerial Correspondence and Questions are:**

Vote Racing  
D1 – Policy Advice (Racing)

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Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
Replies as required to all Ministerial correspondence, with an estimated range of 90 to 110.	90 - 110	34	34	All replies to Ministerial Correspondence were drafted as required.
Responses as required to all Official Information Act requests and Ombudsman enquiries, with an estimated range of 0 to 10.	0 – 10	6	0	All responses to Official Information Act requests and Ombudsman enquiries drafted as required.
Answers as required to all Parliamentary Questions, with an estimated range of 25 to 35.	25 - 35	7	20	All answers to Parliamentary Questions drafted as required.
At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman enquiries and Parliamentary Questions accepted by the Minister.	95%	100%	100%	Achieved – 100% of first versions accepted by the Minister.
95% of draft responses to Ministerial correspondence returned to the Minister's office for signature, within 15 working days of receipt from the Minister's office, or such other deadlines as may be specifically agreed.	95%	100%	100%	Achieved – 100% of replies were returned to the Minister within 15 days.
100% of draft responses to Official Information Act requests and Ombudsman enquiries returned to the Minister's office for signature, two days prior to the statutory deadline for reply.	100%	100%	100%	Achieved – all replies returned to the Minister's office prior to the deadline.
All draft replies to Parliamentary Questions completed within the timeframes specified by the Minister.	100%	100%	100%	Achieved – all items drafted as requested.
At least 95% of first versions of replies to Ministerial correspondence, Official Information Act requests, Ombudsman requests and Parliamentary Questions accepted by the Minister.	95%	100%	100%	Achieved – all first versions were accepted by the Minister.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	320	317	320	123
Revenue Third Parties	0	0	0	0
<b>Total Revenue</b>	<b>320</b>	<b>317</b>	<b>320</b>	<b>123</b>
<b>Expenses</b>				
Racing Policy Advice	274	285	289	88
Ministerial Correspondence and Questions	29	31	29	35
<b>Total Expenses</b>	<b>303</b>	<b>316</b>	<b>318</b>	<b>123</b>
Net Surplus/Deficit Appropriation	17 GST Incl	1 GST Incl	2 GST Incl	0 GST Incl
<b>Total Appropriation</b>	<b>343</b>	<b>356</b>	<b>360</b>	<b>138</b>

# Vote Millennium

## D1 – Administrative and Advisory Services

### Description

This output class involves the provision of administrative and advisory services, which include:

- services provided to the Towards 2000 Taskforce
- advisory, monitoring and information services relating to the distribution of government funding and delivery of the Official Millennium Celebrations Programme
- advisory services to the Minister Responsible for the Millennium including drafting of replies to: correspondence, Official Information Act requests and Ombudsman enquiries and Parliamentary Questions.

### Performance targets for Administrative and Advisory Support Services are:

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
The closure of the NZ Millennium Office and transfer of all information to the Department of Internal Affairs for archival purposes by 31 January 2001.	31 January 2001	31 January 2001	N/A	Achieved – office closed on 31 January 2001. Files transferred for storage before 31 January 2001.
The final report on the Official Millennium Celebrations Programme completed and signed off by the Minister Responsible for the Millennium by 31 January 2001.	Final Report 31 January 2001	Report submitted 1 May 2001	N/A	Standard not achieved – the final report was delayed by several months however the Minister signed it off on 3 May 2001.
100% monitoring and tracking of the Official Millennium Celebrations Programme completed by 31 January 2000.	100%	100%	N/A	Standard achieved – monitoring and tracking of the programme completed by 31 January 2000.

**Ministerial Correspondence:**

Quality, Quantity & Timeliness	Standard	2000/01 Actual	1999/00 Actual	Comment
100% of draft responses submitted to the Minister within specified time frame, and priority replies within timeframe required. (An estimated 50 responses anticipated).	100%	Nil replies	N/A	No ministerial correspondence on the Millennium was received.

	Actual 2000/01 \$000	Main Estimates 2000/01 \$000	Supp. Estimates 2000/01 \$000	Actual 1999/00 \$000
<b>Revenue</b>				
Revenue Crown	133	133	133	609
Revenue Third Parties	0	0	0	0
<i>Total Revenue</i>	133	133	133	609
<b>Expenses</b>				
Administrative and Advisory Support Services	120	133	133	608
<i>Total Expenses</i>	120	133	133	608
Net Surplus/Deficit	13	0	0	1
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	137	150	150	684

# Vote National Archives

## D1 – National Archival Services

The National Archives left the Department of Internal Affairs to become Archives NZ on 1 October 2000. The financial and non-financial results are reported for the three months 1 July 2000 – 30 September 2000 only.

### Description

This output class involves:

- The collection, assessment, storage and treatment (remedial and preventative) of official records including written documents, film footage and other items
- Description and making available of these items to government departments, other organizations and individuals
- Provision of advice on archives, records and information management issues
- Development of operational policy and setting of standards.

### Performance targets for Reference and Outreach Services are:

Quality, Quantity & Timeliness	Standard July-Sept 2000	Actual July-Sept 2000
Capacity to make available an estimated 7,200 hours of Reading Room Services to the public across four locations in Auckland, Wellington, Christchurch and Dunedin.	1,800	1,956.5
Capacity of an estimated 30,000 to 37,000 hours for the delivery of reference services.	7,500 – 9,250	9,952
85% of on site reference service items delivered within 30 minutes of published delivery times.	85%	95.5%
80% of respondents to a client satisfaction survey rate services at seven or greater on a scale of one to nine, where one is "very poor" and nine is "outstanding".	80%	N/A <sup>11</sup>
140 – 180 public events completed, including book launches, gallery exhibitions, touring exhibitions, public tours and talks <sup>12</sup> .	35 – 45	37

<sup>11</sup> The results for this measure are based on annual survey, which will be conducted in March

<sup>12</sup> Gallery exhibitions are defined as exhibitions that open during the reporting period.

**Performance targets for Selection and Description are:**

Quality, Quantity & Timeliness	Standard July-Sept 2000	Actual July-Sept 2000
Capacity of an estimated 4,000 to 5,000 hours for delivery of appraisal services delivered to government departments and agencies on request.	1,000 – 1,250	976.5
Capacity of an estimated 10,000 to 12,500 hours for delivery of transfer and documentation services.	2,500 – 3,125	4,244 <sup>13</sup>
85% of draft appraisal reports delivered within contracted timeframes.	85%	92%
Archives transfers processed within 12 months with 100% of linear metres that are transferred processed to standards as set out in the Department's Vote National Archives Agreement for 2000/01.	100%	100%

**Performance targets for Physical Preservation and Storage are:**

Quality, Quantity & Timeliness	Standard July-Sept 2000	Actual July-Sept 2000
Capacity of an estimated 150 – 200 hours for conducting condition surveys or archives.	37.5 – 50	51
90% of targets in the Preservation Management Plan completed.	90%	17.5% <sup>14</sup>
Storage environments monitored 95% of the time to standards specified in the Preservation Management Plan.	95%	100%
95% of requests for treatment in accordance with agreed standards based on the Code of Ethics of the New Zealand Professional Conservators' Group.	95%	100%
Repository location guides updated within agreed timeframe with 100% of transfers entered into the guides within three working days.	100%	100%

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Vote National Archives  
D1 – National Archival Services

<sup>13</sup> This result is well ahead of the requirement for this stage in the year, largely due to extra documentation work made necessary by the development of the ELMS (Electronic List Management System) database.

<sup>14</sup> This measure is managed over the full year, and as such will build gradually throughout the year. The result to 30 September 2000 is marginally behind schedule for the period, but most projects are planned for completion in the third and fourth quarters, and there is no reason at this stage to suspect that the target will not be achieved.

**Performance targets for Record Keeping Advice, Policies and Standards are:**

<b>Quality, Quantity &amp; Timeliness</b>	<b>Standard July-Sept 2000</b>	<b>Actual July-Sept 2000</b>
6 – 10 projects, including policies, standards and substantive advice, completed to agreed standards.	6 – 10	N/A <sup>15</sup>
95% of appraisal reports processed within 10 working days. All projects completed to standards agreed with Chief Archivist.	95%	95%

	<b>Actual 2000/01 \$000</b>	<b>Main Estimates 2000/01 \$000</b>	<b>Supp. Estimates 2000/01 \$000</b>	<b>Actual 1999/00 \$000</b>
<b>Revenue</b>				
Revenue Crown	2,539	10,609	2,539	1,314
Revenue Third Parties	174	753	174	204
<i>Total Revenue</i>	<i>2,713</i>	<i>11,362</i>	<i>2,713</i>	<i>1,518</i>
<b>Expenses</b>				
Reference and Outreach Services	1,025	4,196	1,025	516
Selection and Description	687	3,044	687	362
Physical Preservation and Storage	894	3,500	894	417
Archive Education	0	0	0	166
Record Keeping Advice, Policies and Standards	107	624	107	57
<i>Total Expenses</i>	<i>2,713</i>	<i>11,364</i>	<i>2,713</i>	<i>1,518</i>
Net Surplus/Deficit	0	(2)	0	0
Appropriation	GST Incl	GST Incl	GST Incl	GST Incl
<b>Total Appropriation</b>	<b>3,052</b>	<b>12,784</b>	<b>3,052</b>	<b>1,708</b>

<sup>15</sup> This performance measure has been reported in full in the Archives New Zealand Annual Report